



CA.mail Policies

1. Size Limit for Internet Mail

- Internet mail entering or leaving the CA.mail environment must be **less than 30MB** total size.

2. File Blocking

Email attachments of the following types will be blocked whether being sent internally or externally:

- ADE, ADP, ASX, BAS, BAT, CHM, CMD, COM, CPL, CRT, DLL, EML, EXE, HIV, HLP, HTA, INF, INS, ISP, JS, JSE, JTD, MSC, MSI, MSP, MST, OCX, OFT, OVL, PCD, PIF, PL, PLX, SCR, SCT, SH, SHB, SHS, SYS, VB, VBE, VBS, VSS, VST, VXD, WSC, WSF, WSH
- Zip files per se are not blocked, but they are scanned for blocked attachment types. If a blocked attachment is present within the zip file, then the whole zip file is blocked.

3. Automatic Email Forwarding

- Automatic forwarding of email from a CA.mail mailbox to another mailbox is not permitted.

4. SPAM Filtering Options

SPAM can be handled in one of two ways for the customer agency as a whole:

- **Tag-and-Deliver**
 - i. The mail is delivered and the Subject line will be prefaced with **SPAM:**
 - ii. In conjunction with this option, customers may also wish to create an individual Outlook rule to move mail with SPAM: in the subject to a “junk” folder.
- **Delete**

5. Email Backups and Retention

- Mailboxes are backed up nightly.
- Backups are retained for 28 calendar days.